

**When you communicate with us, please provide the following information**

- Your full name, postal address and telephone and / or fax number
- Provide a clear description of your particular concern or requirements
- Indicate what kind of response you would expect
- Keep a record of the issue at stake and the person who deals with the issue, as well as the date and time of the communication

**We commit to:**

- To make things happen and think out of the box;
- Handle your written communication within 3 days after receipt;
- Give feedback politely by phone or in writing;
- Account for our mistakes and correct them diligently.

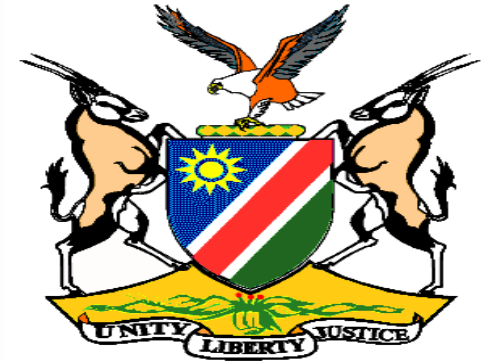
**Any comment, suggestion or request for information about the activities of the Ministry should be directed to:**

Office of the Permanent Secretary  
Ministry of International Relations and Cooperation  
Private Bag 13347  
WINDHOEK  
Or  
Tel +264 61 2829111  
Fax +264 61 221145

Or

**If you are not satisfied with any response received, you may approach the Prime Minister or the Office of the Ombudsman.**

**MINISTRY OF INTERNATIONAL  
RELATIONS AND COOPERATION**



**CUSTOMER  
SERVICE  
CHARTER**



**MIRCO**



## THIS CHARTER

- Sets the standards of service you can expect when dealing with the Ministry of International Relations and Cooperation.
- Reflects our commitment to deliver a high standard of service at all times.
- Explains how and where to get more information on our services if needed.
- Explains how to lodge a complaint, if you are not satisfied with our service.

## Our commitment to you

*In partnership with you as our customer, we aim to promote international relations through strengthening bilateral and multifetal relations, rendering protocol and consular services, as well as efficient and effective administrative support.*

In doing our work we focus on the needs of those we provide a service to. This approach builds on our key values.

## OUR VALUES

### Commitment

We demonstrate loyalty, dedication and passion in all our dealings to ultimately increase stakeholder's value by setting priorities and making choices that lead to enhancement of service delivery in the diplomatic service.

### Competence

We exemplify the highest standard of efficiency, effectiveness, professionalism, resourcefulness and confidence in the working environment.

### Discipline

We excel as responsible stewards of taxpayer's resources. We strive to improve service delivery by doing what is expected, being courteous, punctual, ensuring the timely delivery of work and displaying positive attitudes.

### Integrity

We live and work in harmony and are responsive in our conduct toward our stakeholders. We recognize and value the daily individual and group contributions of our diverse workforce and strive to create a conducive working environment that promotes honest, loyalty, transparency, confidentiality.

### Teamwork

We value our diverse workforce and create an environment that is free from prejudice and discrimination. We respect differences among people and ideas.

## What we ask from you

The quality of service we can provide to you depends on your input and co-operation. We therefore request you to:

- Be honest and timely in providing the required information to the Ministry
- Comply with existing Legislations, Regulations and Procedures
- Treat our staff members with the necessary respect;
- Inform us if you are not satisfied with our service.

## Our standards Applicable to Specific Work Areas

## BILATERAL COOPERATION

- Provide advice to OMAs and enhance activities and interactions in regards to Namibia's bilateral relations and cooperation;
- Ensure the facilitation and coordination of bilateral agreements;
- Deepen and expand political, economic and cultural relations;
- Explore new areas of economic cooperation as well as enhance mutually beneficial bilateral relation;
- Provide timely and accurate information in regards to bilateral relations.

## MULTILATERAL COOPERATION RELATIONS AND

- Maximise Namibia's benefits and stature, as well as foster just, mutually beneficial and non-aligned relations, for the promotion of international peace and security, in accordance with international law, through active participation in regional and international fora, and within the framework of Article 96 of the Namibian Constitution.

## TREATIES AND AGREEMENT

- Attend to the certification and authentication of legal documents originating in Namibia to be used in foreign countries, within 3 working days;
- Attend to/process Judicial enquiries;
- Advise on multilateral Treaties to which Namibia is a party;
- Advise on bilateral agreements concluded and in force between Namibia and other countries;
- Advise on diplomatic legislation and practice.

## INFORMATION AND RESEARCH

- Formulating Communication strategies;
- Implementing Communication and Public diplomacy strategies by taking foreign policy matters to general public;
- Formulate policies and procedures related to public information programs;
- Building relationships and facilitating networks;
- Ensure effective media and Public Relations;
- Increased and promote the Ministry's Image and Profile;
- Improved Library Management.

## ADMINISTRATION

### Subdivision Auxiliary Services will:

- Process invoices within five working days
- Process payment to suppliers within 3 days after receiving clear invoices with all supporting documents
- Ensure that proper cleaning services are provided on a daily basis
- Ensure that correspondence are posted, sorted and delivered on a daily basis.

### Subdivision Finance will:

- Make payment to supplier within 30 days
- Process Subsistence and Travelling claim forms within five working days.
- Process urgent and/or adhoc requisitions within the time span agreed with the customer.
- Pay salaries on last working day of each month.
- Do reconciliation of financial statements on a monthly basis
- Provide monthly financial statements to Heads of Department and Directorates.

### Division Human Resource Planning and Development will:

- Update your personal files as per your request within 5 working days.
- Ensure that vacant positions are filled within 5 months.
- Finalise misconduct cases within 200 days.
- Respond to your HR statistic data's within 10 working days.
- Ensure capacity development of staff members as per the Ministerial Human Resource Development Plan.
- Handle any personal queries received within 5 working days.



## INTERNAL AUDIT

We will:

- Issue written audit reports within one month of the conclusion of each internal audit engagement and appropriate distribution thereof.
- Communicate audit results to the Audit Committee if any within 30 days.
- Ensure that audit recommendations for improvement of operations are implemented within the agreed period or that management understands and accepts the risks involved when no action is taken.
- On regular basis maintain quality assurance and improvement program.
- Adherence to The Institute of Internal Auditors' mandatory guidance including the Definition of Internal Auditing, the Code of Ethics, and the International Standards for the Professional Practice of Internal Auditing (Standards).

## INFORMATION TECHNOLOGY (IT)

We will:

- Answer all calls promptly within three (3) rings and in a polite and friendly manner, and identify ourselves;
- Attend to all emails and voicemail messages within one (1) working day;
- Ensure that ICT equipment in all education facilities are maintained and in good working order at all times;
- We shall maintain ethical IT systems to the highest possible standard, to ensure that our systems are reliable;
- Ensure the delivery of effective and efficient ICT services to the best of our ability;
- We will document all actions to maintain an accurate record of your query/issue.

## PROTOCOL

We will:

- Implement State Protocol
- Facilitates the conduct of relations between the Namibian Government and the diplomatic and consular missions located in, and accredited to Namibia.
- Ensure that members of the Diplomatic Corps understand and comply with local laws and regulations.
- Administer the extension of diplomatic and consular corps of appropriate privileges and immunities.
- Advise the Namibian Government, the Diplomatic Corps and Consular Posts on matters relating to protocol, ceremony, privileges and immunities.
- Administer the formalities associated with the appointment of the Heads of Diplomatic Missions and Consular Posts, to and from Namibia.
- Provide Consular Services to Namibian nationals abroad

## DIPLOMATIC MISSIONS

- Implement Namibia's policy on International Relations and Cooperation

## If you contact us

### By telephone, we will:

- Answer the telephone within three rings; if we are not in the office, the call will be forwarded to the switchboard or another staff member to take a message;
- Identify ourselves by name;
- Inform you when you can expect a full reply, if cannot answer you enquiry immediately.

### In writing, we will:

- Reply to all letters within two working days. If you have made an appointment;

### Your views count

We strive to render a service that is suited to your needs and we therefore need to know you views on the quality of the service we provide in comparison to what you expect from us.

If you are not satisfied with our services, we will appreciate it if you could inform us about your concerns.

We are continuously trying to improve our service standards and will consider your views when reviewing the quality of our service.